



# Arizona Department of Administration News and Views

## What is VIP?

What's in a name? **VIP**... Value in Procurement... sounds impressive and it is. Procurement changes are happening around the State in big ways!

VIP is a broad-based, multi-faceted approach to improve efficiencies, generate cost savings, enhance statewide procurement practices and eliminate duplication in State government. Specific techniques include strategic sourcing, spend management and reverse auctions. The VIP Program will identify and document sustainable savings for taxpayers over the next three years by reengineering procurements' business process and relationship among State agencies to effectively leverage the State's purchasing power. All agencies are expected to achieve savings through participation in VIP for procurements not exempt from the Arizona Procurement Code.

To assist in the implementation and success of VIP, a Chief Procurement Officers (CPO) Council has been formed to advise and recommend actions to be taken with specific agencies in terms of State purchasing and procurement activity. The CPO's duties include implementation measures necessary to gain cost savings and the coordination of procurement information technology systems and procurement training initiatives. Strategic sourcing, spend management, active encouragement to use "environmentally friendly"/recyclable products and the utilization of women/minority status businesses will also be considered. Another critical factor is the enforcement of

provisions that direct procurement from the Arizona Industries for the Blind, certified nonprofit agencies for disabled individuals and the Arizona Correctional Industries.

VIP has been the force behind changing the face of the Arizona State Procurement Office (AzSPO). AzSPO has been divided into a number of new divisions and units; Enterprise Procurement Services (ESP), Best Practices and Compliance, Community Affairs and Enterprise Communications and Training units. Several other units will be developed in the future. In early January 2005, MSD/Purchasing physically moved into AzSPO (Suite 104). Among other duties, ESP is responsible for strategic sourcing, developing standards and methodologies, buying schedules and contract coordination with the Government Information Technology Agency (GITA).

To carry out the procurement and contract management activities for specific contracts, Strategic Contracting Centers (SCC) have been created within certain State agencies. These contracts will be used by all agencies on a statewide basis. Contract assignments are based on an agency's experience and knowledge of particular goods and/or services.

It is through the effective use of a wide spectrum of diverse backgrounds that expertise and knowledge can be matched to meet the needs of both the State at large and individual agencies in particular. To produce millions of dollars in savings, every member of the procurement community needs to work smarter and harder to reach a truly attainable goal.

## News & Views

A newsletter for employees of the Arizona Department of Administration regarding agency employees and created by employees.

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### Alternative Formats

This document is available in alternative formats.

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# The Director's Corner



Betsey Bayless

**A**s we begin the New Year, I reflect back over the past year and the many accomplishments we have had...

- Human Resources Information Solution (HRIS)
- Arizona Benefit Options
- Value in Procurement (VIP)
- Telecommunications programs

This year will present us with many new challenges and opportunities and I know I can depend on your hard work and dedication to meet these challenges and obtain our goals.

Our Strategic Plan, Vision, Mission, Goals and Values were the road maps we followed to get us where we are today and they will guide us in the New Year as well.

### Agency Vision

ADOA – Serving State Government with Leadership, Pride and Innovation.

### Agency Mission

To provide effective and efficient support services to enable government agencies, state employees and the public to achieve their goals.

### Agency Goals

- To deliver customer service second to none
- To attract and retain a high-performance team of employees
- To aggressively pursue innovative solu-

tions and/or opportunities

### Agency Values

**Pride** – We care about each other, encourage personal growth and recognize accomplishments.

**Service** – We strive to understand and anticipate our customers' needs and deliver services that exceed their expectations.

**Quality** – We provide exceptional value and vigorously pursue improvement.

**Integrity** – We accept personal responsibility and behave ethically.

**Creativity** – We contribute new ideas and solutions to address the operational needs of state government.

**Teamwork** – We achieve our greatest success by working together.

I look forward to the many accomplishments we will attain in 2005 and in “*serving state government with leadership, pride and innovation.*”

*Betsey Bayless*

The best preparation  
for good work tomorrow  
is to do good work today.

~ Elbert Hubbard

# CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or find an electronic copy on your local area network.



## Mark Your Calendar

Every Tuesday **Toastmasters Meeting**  
at noon in room 400A

Every Thursday through May 12th -  
**Farmers and Food Market** - west  
side of Wesley Bolin Park



## February

**9th** Health and Wellness Expo  
State Capitol Senate lawn 11:00 a.m. to 2:00 p.m.

**14th** Valentines Day

**21st** Presidents Day



## April

**23rd** Walk to End Domestic Violence



## Wise Words

*When you rise, shine.*

~Michelle C. Ustaszski

## January/February Milestones

### Five years

FSD Angela Dillard, Jon Vella  
GSD David Andersen  
MSD Elaine Johnson  
ISD Daniel Sanchez, John Raeder

### Ten years

FSD Jean Clark  
GRRC Scott Cooley, Jeanne Hann

### Fifteen years

ISD Craig Dokken, Lee Lane  
FSD Julie Cruse

### Twenty years

ISD Ward Anglum, Rena Barber

### Twenty-five years

ISD Margaret Johnson  
GSD Ramona Rocha  
HRD Paul Ong



## Act of Kindness



**T**he day before Thanksgiving, Luis had taken the day off to deliver turkeys and food boxes in the Capitol Mall area for the Society of St. Vincent De Paul. At the end of the day, he had delivered 35 turkeys.

One delivery that was special to him was to an 87 year old widow. She sadly mentioned that her oven was very dirty and she had not been able to use it. Her arthritis and asthma gave her too many complications. Luis went back to her house at the end of his deliveries and offered to clean her oven. After two hours of hard work and elbow grease and saying to himself, "I can do it," the oven looked like new. She thanked him and asked him for his phone number.

Early on Thanksgiving morning, Luis received a call from the woman asking him to come over. When he entered her house, he could smell that special aroma of a turkey roasting. She invited him in for a cup of coffee and gave him a chocolate cake she had baked the night before.

On his way out the door she gave him a big hug and asked him to share this hug with everyone for making this day very special for her. It was a blessing **Luis Garcia** (MSD) will never forget.

## SECC CAMPAIGN A SUCCESS

Once again State employees opened their hearts, giving more than \$1.64 million dollars to the 2004 SECC Campaign. These dollars will benefit charities that provide direct health and human services within our community to those most in need.

The Department of Administration exceeded its goal by donating a total of \$66,419 with 52.46% of employees participating. Thanks to all of you for your generous support.

Special thanks to **Angela Fischer** for serving as the ADOA SECC Coordinator and to the Division Coordinators; **Donna Andrews** (D.O.), **Patricia Banker** (ISD), **Allan Boone** (MSD), **Joanne Brooks** (GSD), **Connie Geesey** (HRD), **Loretta Hanna** (FSD/Risk Management), **Sharon Huggins** (FSD/GAO), **Mary Jaques** (ISD), **Julie Lilleberg** (FSD/Risk Management), **Candee Samora** (FSD/Enterprise Procurement Services - EPS), **Betty Topar** (GSD), **Eric Wall** (MSD) and **Regina Weiers** (GSD/Capitol Police). Their hard work made this campaign a success.

There were many special events and incentives throughout the campaign that helped raise funds. The SECC Committee made its final prize drawing on January 10<sup>th</sup>. We are pleased to announce the winners:

Grand Prize - One week at an RCI affiliated resort (time share)

**Amelia L. Biggs** (HRIS)

Disney Prize – Three days/two nights hotel stay

**Chuck McIntosh** (ISD)

50/50 Raffle - Employees contributed cash to the campaign with the chance to win half of the total raffle dollars collected...a prize of \$66.00

**Joy Lineback** (FSD)



After the tsunami disaster and recognizing the need for assistance, the SECC Committee held a special fundraiser on January 26<sup>th</sup>. Instead of a "fast lunch," many State employees had a "LUNCH FAST" and pledged the money they would have spent on lunches to the **State Employee's Charitable Campaign** to be directed to the victims of the tsunami disaster. Thanks to a bill passed by Congress and signed into law by President Bush on January 7th, cash/check gifts donated through January 31<sup>st</sup> for tsunami disaster relief are eligible for a tax deduction on your 2004 federal tax return.

Congratulations to all winners and again, thanks to all of you for making this campaign a great success. If you have any questions or would like to make a contribution to the State Employees Charitable Campaign at any time, please contact Ruth Stieger-Gentle, SECC Finance Manager, 602-542-7603 or [ruth.stieger-gentle@azdoa.gov](mailto:ruth.stieger-gentle@azdoa.gov).



## Third Annual Walk To End Domestic Violence

The third annual Walk to End Domestic Violence is scheduled for Saturday, April 23, at 7 a.m. The Walk raises awareness of the critical issue of domestic violence, as well as funds for local domestic violence shelters and service providers.

The 5K walk and competitive run course will take participants around the State Capitol, finishing at Wesley Bolin Plaza. Governor Napolitano is scheduled to participate.

Funds raised from the Walk will be distributed to local domestic violence shelters through a request for proposal process in June 2005.

Last year's event attracted 3,800 walkers and raised more than \$200,000 in entry fees and pledges solicited by participants. Sponsored by The Arizona Republic and 12 News, the Walk is expected to draw more than 5,000 participants. Registration forms will be available beginning February 1<sup>st</sup> on-line at [dywalk.azcentral.com](http://dywalk.azcentral.com). Registration is \$20 for individuals and \$15 for team members through April 15<sup>th</sup>.



## Conserving Water is Everyone's Job!

**A**rizona is in the midst of a long drought. To assist in the conservation of water, Governor Napolitano issued Executive Order 2004-28 on November 5, 2004 which requires State agencies to cut back water usage by 5% annually. The Executive Order also requires each agency to educate employees on how to keep usage to a minimum.

Water is one of the most precious commodities of life and is even more so in Arizona because we are going through one of the longest droughts in history. Every ADOA employee is requested to develop a culture to save water at home as well as at work. There are a number of ways to save water and they all start with you. Here are some tips to cut back on water usage.

At work:

- Do not keep the water running when you are cleaning your hands with soap. It will save 4 gallons a minute.
- Drop that tissue in the trash instead of flushing it and save gallons every time.
- If you brush your teeth after lunch, turn off the water while you brush your teeth and save 4 gallons.

If you notice any leaky faucet or malfunctioning plumbing fixture anywhere in the building, bring it to the attention of the building maintenance personnel immediately.

In your home:

There are a number of ways you can save water at home. Log on to the Internet and type in "wateruseitwisely.com" for tips and share with everyone you know...

Family Water Audit: Does your household have the following:

- Do you have leaky faucets?
- Do you have low flow showerheads?
- Does your toilet leak?
- Do you have leaky showerheads?
- Do you check your water meter and bill to track your usage?
- Is your irrigation system on an automatic timer?
- Is there a pitcher of drinking water in the refrigerator?
- Do you have a turn-off nozzle on the end of the hose?
- Have you taught youngsters how to conserve water?

If we waste water, someday we may run short. That is why it is important to conserve. We can conserve just by the way we do little things. Conserving water is easy once you know how. We can all participate in helping our State conserve water.



## The News & Views Survey Results are IN!

Thank you for taking your time to participate in the survey. Your feedback is important and will help us continue to provide you with the type of newsletter you want to receive.

There were 111 respondents or a 13% response rate. Over 64% indicated that *News & Views* was important or very important to you and 77% look forward to receiving *News & Views*.

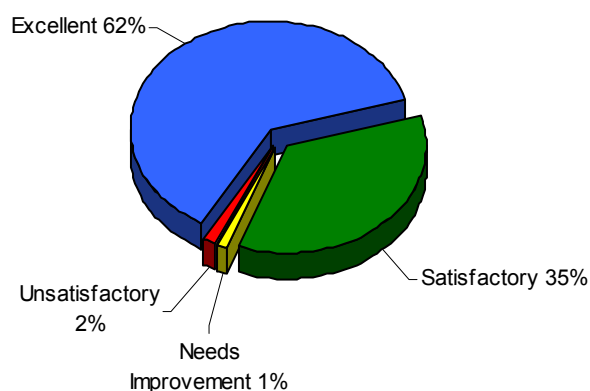
39% would like to receive *News & Views* monthly

38% would like to continue receiving *News & Views* bi-monthly

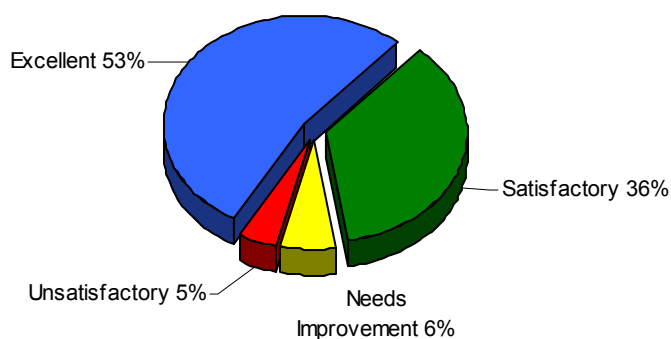
15% would like to receive *News & Views* quarterly

The expectations portion of the survey relates to accuracy, timeliness, appearance, interest, photos/graphics, accessibility/format, relevancy, newsworthy items and value/usefulness and the results are shown in the following charts:

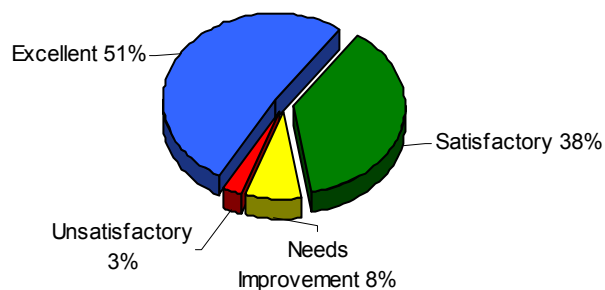
### Accuracy



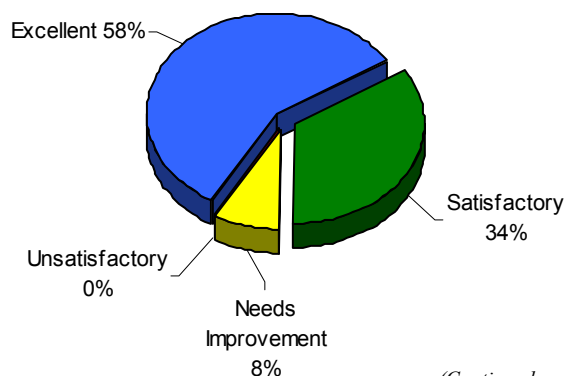
### Timeliness



### Interest

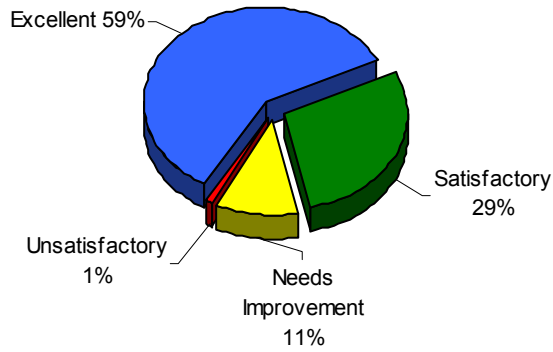


### Photos/Graphics

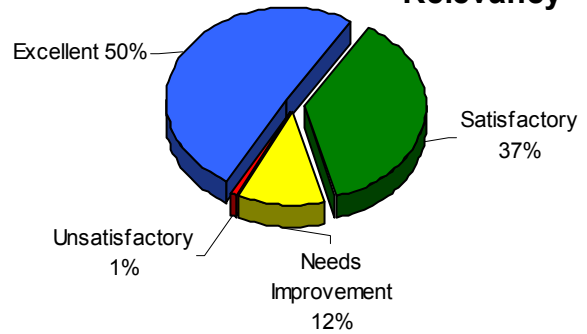


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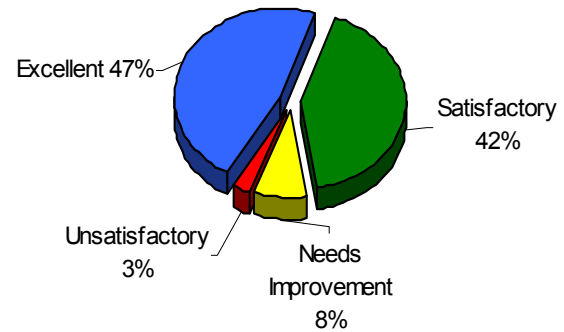
### Accessibility/Format



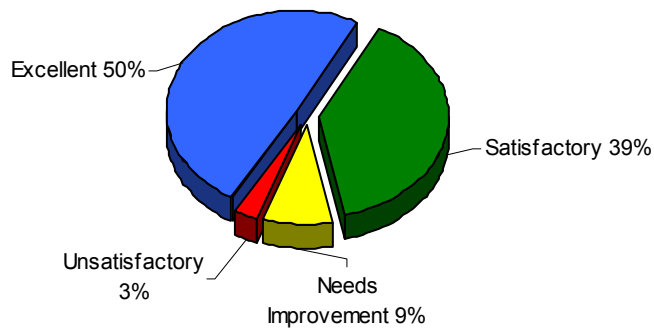
### Relevancy



### Value/Usefulness

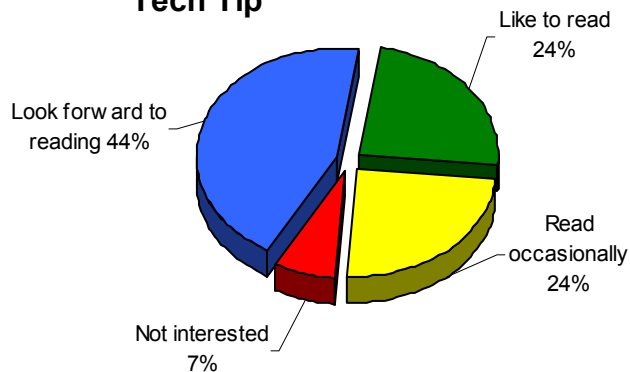


### Newsworthy Items

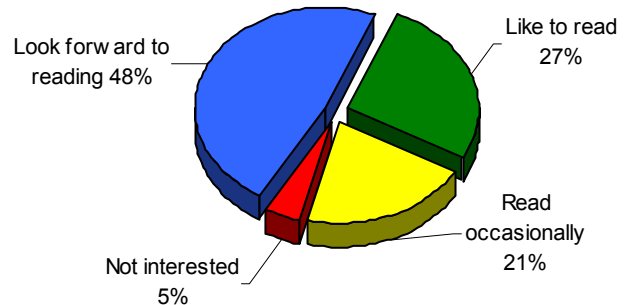


The featured articles portion of the survey relates to Tech Tips, Ask the Experts, People on the Move, BRAVO!, and the Director's column and the results are shown in the following charts:

### Tech Tip

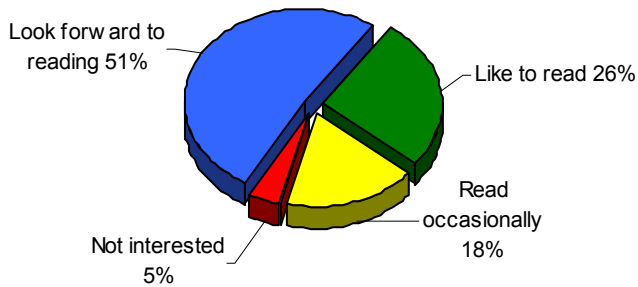


### Ask the Experts

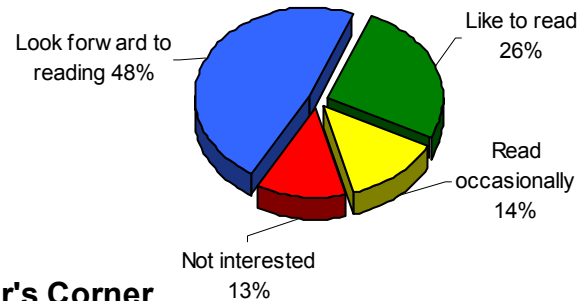


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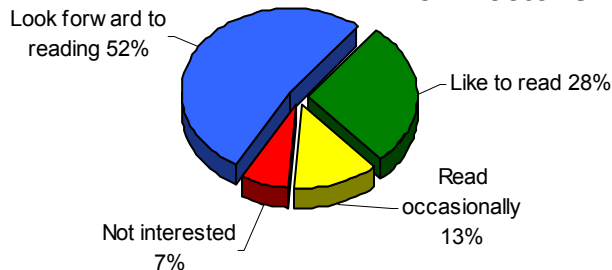
## People on the Move



## BRAVO!



## The Director's Corner



Thanks to Eric Wall (MSD) for special assistance with preparation of survey data.

A few people mentioned that they preferred to receive a hard copy of the newsletter. While providing a hard copy of the newsletter does not make good economic sense, one of our readers made a suggestion that a hard copy be placed on the bulletin board in each department/section break room...this may be an option for some.

A few people mentioned that the print was too small and hard to read. To view in larger print, change the **view percent** on the tool bar to a size that works for you. Additionally, a few people mentioned having difficulty accessing *News & Views*. We have passed those comments on to the ISD LAN technicians. If you continue to have a problem, please call the LAN help line at 364-4444 or Connie Wheeler at 542-2304.

The staff is continually looking for stories of interest and "Acts of Kindness."

If you have a story of interest that is appropriate for *News & Views*, please contact any member of the contributing staff.

Shirley Alexander, MSD  
Joanne Brooks, GSD  
Susan Lehr, ISD  
Mark Johnson, FSD/EPS  
Ruth Stieger-Gentle, HRD  
Connie Wheeler, ISD

Rena Barber, Tucson  
Sharon Huggins, FSD/GAO  
Julie Lilleberg, FSD/Risk Management  
Jeri Penrose, HRD  
Betty Topar, GSD  
Kathe Cochrane, D.O.

We are pleased that *News & Views* is important to you and that you look forward to receiving it.



# ADOA Makes CPR Training a PRIORITY!

Imagine giving someone the gift of life...sounds pretty dramatic doesn't it? Taking CPR training will give you that capability.

Director Bayless has made CPR training available to every ADOA employee and encourages every employee to take advantage of this important opportunity and to complete the class.

Carlos Parra, Ray Spencer and Gwen Lopez of Risk Management/Loss Prevention provide the training. The classes are held mornings and afternoons each Monday and Friday through February 2005. In about three hours you will learn the following life-saving skills: Choking Maneuver, Rescue Breathing and CPR.

CPR is easy. Learn it well. Chances are that if you ever have to use CPR, it will be on a friend, co-worker or family member.

As of January 26th, 110 ADOA employees have taken the class and another 106 are enrolled in future classes. **Make taking CPR training your priority.** You will find the dates and times on the Risk Management website: [www.azrisk.state.az.us](http://www.azrisk.state.az.us) or by calling Chris Buda at 542-1419 or Ruth Hopkins at 542-2175 for information and enrollment. Upon Successful completion of the class, you will receive certification that you have met the requirements and standards of ADOA's Risk Management/Loss Prevention Academy to perform CPR.



# Employees of the Second Quarter



Congratulations to those named  
Employee of the Second Quarter  
from their divisions.

Barbara Clay	FSD/GAO
Dolores Habre	GSD
Charlie Miller	CP
Jo Olivas	MSD

## Tech Tip



### Multi-tasking Tasks

When you have lots to do and can't keep all your tasks arranged, turn to your GroupWise application to help out. You can set up Tasks that will keep you organized and on-track.

The Task function can be used to delegate tasks to others or, more importantly, set up your own responsibilities. Here's how:

Go to your calendar and view tasks. To set up a task for yourself, on the date when the task is due, double-click in the task area. A Posted Task window appears. Fill in the appropriate information and click on Post. The task will remain on your calendar until it is marked as completed. If the task is not performed by the due date, it will continue to appear in **red** on the current day.

What about those times when you have the same task due multiple times, such as a report each week? On the Posted Task window, click on the calendar icon next to the Start date. Choose **Select Recurring** at the bottom and then indicate the days when the tasks are due.

To delegate a task to another person, use the New Task button on the GroupWise menu bar. This will allow you to enter the names and send to those assigned to the task.



# Ask the Experts

## Spotlight on HRD's Employee Wellness Office

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**I noticed that “wellness” appears on the new Arizona Benefit Options logo. Can you tell us a little bit about the current Employee Wellness program and its benefit to employees?**

Health screenings are just one of the many benefits that the Employee Wellness program provides at little or no cost for all State employees and their families as well as retirees and their spouses. Screenings provided by the wellness program include skin cancer, general health, blood pressure, blood sugar, cholesterol, body composition and mammography.

Along with screenings, employees statewide are encouraged to take advantage of health education classes, flu shots, a monthly electronic newsletter and website, and a wellness resource center.

**What are some of the exciting things planned for wellness this year?**

The overall strategic goal for wellness in 2005 is that of a healthier employee population. Specific goals include an expansion of screening programs statewide, as well as a new and improved web portal. Look for completely updated branding and a new logo on all wellness communication pieces, beginning with a catchy new phone number: **602.771.WELL**.

Implementing Health Risk Assessments or HRAs (self-reported questionnaires that evaluate the health status of employees) will help to create an atmosphere that supports health improvement efforts. This data snapshot will ensure targeted wellness education and programming, giving employees the right tools to take charge of their own health.

**I hear there's an important wellness event taking place this month. What's going on?**

The Employee Wellness office is partnering with the Arizona Department of Health Services and other participating organizations to bring State employees a **Health and Wellness Expo**. This health fair will take place on Wednesday, February 9, 2005 on the State Capitol Senate Lawn between 11 a.m. and 2 p.m. All ADOA employees are encouraged to take advantage of this wonderful opportunity.

**What can our employees expect to find at this event?**

You can look forward to FREE health screenings, including blood pressure, body mass index, cholesterol, depression, diabetes risk assessment, lung health, skin cancer, and mammography (call Mobile On-site Mammography to schedule an appointment at 480.967.3767). Complete your “passport to health” and be entered to win fabulous prizes!



# People on the Move



Division	Welcome	Good-bye, Good Luck
Financial Services	<ul style="list-style-type: none"> <li>Megan Ermoian — new hire</li> <li>Alan Lorenzen—new hire</li> <li>Gabrielle Whittekiend—new hire</li> </ul>	<ul style="list-style-type: none"> <li>Elizabeth Csaki—transferred to Department of Economic Security</li> <li>Mary (Sal)Derner—retired</li> <li>Alejandra Garcia—left state service</li> <li>Mark Held—transferred to AHCCCS</li> <li>Tasha Hill - left state service</li> <li>Janet Kasney—left state service</li> <li>Rachel Mendez—left state service</li> <li>Darin Stordahl—left state service</li> <li>Marcia West — transferred to Department of Tourism</li> </ul>
General Services	<ul style="list-style-type: none"> <li>Phillip Blankenship—new hire</li> <li>Ida Camacho—reinstated</li> <li>Mario Canez—new hire</li> <li>Gary Crane—transferred from DEMA</li> <li>Dorrie Goodman—new hire</li> <li>Tim O'Neal — new hire</li> <li>Keith Turner—new hire</li> <li>Kevin Watt—new hire</li> </ul>	<ul style="list-style-type: none"> <li>Frank Bravo—retired</li> <li>Frank Downey—retired</li> <li>Bobbie Golden—left state service</li> <li>Shelley Hartsuiker—left state service</li> <li>Jack Jones—retired</li> <li>Jayne Long - left state service</li> <li>Diane Meshkowitz—left state service</li> <li>Charles Miller—retired</li> <li>Richard Moreno—left state service</li> <li>Silas Romero — retired</li> <li>Michele Sanchez—left state service</li> <li>Matthew Smith—left state service</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>Stacy Hutton—new hire</li> <li>Michael Melancon — new hire</li> <li>Jeffrey Potter—new hire</li> <li>Seth Potter—new hire</li> <li>Lora Riordan—new hire</li> </ul>	<ul style="list-style-type: none"> <li>Jose Camacho — left state service</li> <li>Lori Ondrish—left state service</li> </ul>
Information Services	<ul style="list-style-type: none"> <li>Margaret Rhoades—new hire</li> <li>Cynthia Womack—new hire</li> </ul>	<ul style="list-style-type: none"> <li>James Heikka — left state service</li> <li>Robert Lamadrid—left state service</li> <li>Tara Roesler—retired</li> <li>Paula Skinner—left state service</li> <li>Joan Snee—retired</li> </ul>
Management Services	<ul style="list-style-type: none"> <li>Denise Crawford—new hire</li> <li>Rochelle Kaebisch—new hire</li> <li>Rita Mesquita—new hire</li> <li>Lon Nou — new hire</li> <li>Evelyn Polack — new hire</li> </ul>	<ul style="list-style-type: none"> <li>Linda Conway — retired</li> <li>Rebecca Fleming —left state service</li> <li>Barbara Shaheen—retired</li> <li>Dina Tolentino—left state service</li> </ul>